



State of Utah

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Purchasing and General Services

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Division Director

October 6, 2004

***** ADDENDUM *** ADDENDUM *** ADDENDUM ***ADDENDUM*****

SOLICITATION: DG5507
DUE DATE: 10/26/2004
TIME: 3:00 P.M.

DESCRIPTION: LONG DISTANCE, 800 SERVICES ETC.

ADDENDUM #2

The following are changes to be added to the specifications/requirements for this proposal:

1. New RFP specifications are attached.
2. The due date and time have been extended to October 26, 2004 at 3:00 p.m.
3. With purchasing questions contact Debbie Gundersen at 801-538-3150.

*****END OF ADDENDUM*****

To acknowledge receipt of addendum, include a copy of this addendum with the proposal submittal or give written acknowledgment with the proposal. It shall be the responsibility of the respondent to appropriately disseminate this information to all concerned prior to the assigned due date and time.

Name

Company

Signature

Date

**Statewide IntraLATA, Interstate
Long Distance, 800 Services, etc.
Request for Proposal
Solicitation Number: DG5507**

Addendum 2

The due-date for proposals has been extended from October 12th to Tuesday, October 26, 2004 @ 3:00 PM.

Addendum 2 consists primarily of cost related issues.

Upon review of the RFP, it became apparent that the verbiage associated with quite a few of the specifications involving costs did not direct you to identify the costs in "Attachment III - Costs" as should have been the case. Therefore, rectification (clarification) of this matter constitutes much of this addendum. Every effort has been made to identify all cost related specifications, items, elements, etc. with the intent that you incorporate all costs in your RFP response, specifically in Attachment III. Be aware, if the RFP (main document plus addenda) doesn't elicit all of your costs, then you must identify/include any such "other" (additional) costs in your RFP response (Attachment III). For example, if you charge for report(s), then you must identify such charges in Attachment III - Costs. With regard to charging for reports, the State will not pay for reports that we view as integral to "good customer service", e.g., traffic studies/reports (para 4.11) and service reports (para 10.12).

If you fail to identify all "other" (additional) costs, then you will not be permitted to assess such costs subsequent to contract award.

While double-checking to ensure that each RFP specification matches up with its corresponding "Attachment III - Costs" entry, it became apparent that several Attachment III entries in the original RFP were erroneously numbered. A corrected "Attachment III - Costs" attachment is provided at the end of this addendum for your use.

1. 1.5 Contract Period

Contract(s) will be awarded for an initial **four-year** period. Subsequently, **one (1)** two-year contract extension **will be** possible at the State's discretion and by mutual State/supplier agreement for a potential six (6) year contract period (**4+2 = 6**). Factors such as ~~reduced rates~~, emerging transport technologies, contract supplier performance/solvency issues, etc. could prompt the State to re-bid for long-distance and/or 800 services. FYI - This RFP and the successful offeror's response to it will become part of the contract.

- “Reduced rates” has been eliminated in para 1.5 (above) because para 2.15 Price Trends states, “Proposed rates must be “not to exceed” pricing for the length of the contract (potentially six years). If during the contract term, rate pricing decreases, then such decreases must be passed on to the State within 30 days of the effective date of the price reduction(s).”
2. **4.1 Access**
Offerors must provide the capability for PRI T1 connections from the State's network nodes to your point-of-presence. Describe any alternative network interface options that you provide; [include any/all associated costs in Attachment III - Costs.](#)
 3. **4.12 Language Translation Services (Long Distance)**
Describe your available domestic and international language translation services. Identify all countries not included in the language translation service. Identify the time-of-day during which translation services are available, e.g., days, hours, etc. [Include any/all “language translation services” costs in Attachment III - Costs.](#)
 4. **4.13 Operator Services (Assistance) (Long Distance)**
List and describe your available domestic and international operator services (assistance), e.g., person-to-person calls, collect calls, third party calls, etc., include the time-of-day during which operator assistance is available, e.g., days, hours, etc. (what is their [operator's] availability 24 hours per day 7 days per week?). Describe your ability to process or block third party and collect calls. [Include any/all “operator services \(assistance\)” costs in Attachment III - Costs.](#)
 5. **4.15 Alternate Egress**
[By way of clarification, the State defines alternate egress as long distance traffic from the State's network to the carrier's network via dedicated communication link\(s\).](#)

[In addition to describing, “what the effects will be on your proposed rates” include, if applicable, any/all associated costs in Attachment III - Costs.](#)
 6. **4.16 Alternate Transport Facilities**
[In addition to describing, “what the effects will be on your proposed rates” include, if applicable, any/all associated costs in Attachment III - Costs.](#)
 7. **5.15 Enhanced 800 Services**
Describe any other enhanced 800 service offerings that you would like to have the State consider. [Include any/all “enhanced 800 services” costs in Attachment III - Costs.](#)

8. **6.1 Calling Card Services**
Describe your long distance calling card services including IntraLATA, Interstate and International (country-to-country). [Include any/all "calling card services" costs in Attachment III - Costs.](#)
9. **6.5 Language Translation Services (Calling Cards)**
Describe your available domestic and international language translation services and the card customer process for obtaining international language assistance. Identify all countries not included in the language translation service. Identify the time-of-day during which translation services are available, e.g., days, hours, etc.). [Include any/all "language translation services" costs in Attachment III - Costs.](#)
10. **6.6 Operator Assistance (Calling Cards)**
If dialing assistance is needed while using your calling card, can an operator be reached and if so, describe how? [Include any/all "operator assistance" costs in Attachment III - Costs.](#)
11. **6.10 Conversion Process**
Describe your process/procedure (plan) to convert the State's calling cards. Delineate your responsibilities, the State's responsibilities and all applicable time intervals. [Include any/all associated costs in Attachment III - Costs.](#)
12. **9.1 Web Conferencing**
Describe how your web conference service will combine audio conferencing service with data sharing, via the Internet, to create presentation and collaboration tools for teleconference meetings including presenting documents, diagrams and illustrations easily and effectively from remote locations. [Provide any/all "web conferencing" rates, costs, discounts, penalties, etc. in Attachment III - Costs.](#)
13. **11.7 International Calling - Pricing Format**
Describe how you price International calls. Contract awardee(s) will be required to provide the State (ITS) information for International calls in an Excel spreadsheet containing the following: 1) call cost per minute, 2) the country code and 3) the name of the country.

[Complete the spreadsheet entitled "LD & 800 RFP - DG5507 \(2004\); Para 11.7 International Calling". To facilitate your completing this spreadsheet, request an electronic copy of the spreadsheet from Bill Theel \(\[btheel@utah.gov\]\(mailto:btheel@utah.gov\)\).](#)

[Note: The spreadsheet contains only the State of Utah's "minutes billed" usage for the period April 2003 through March 2004. Information for political subdivisions is not available.](#)

14. 11.8 National Access Fees - NAF or PICC Charges

Identify your NAF (PICC) policy. If your policy includes passing PICC charges on to your customers, then you must identify all applicable PICC charges and you must itemize these charges on your invoice regardless of the billing media. Itemization information must include the circuit and/or trunk ID as assigned by the LEC along with the applicable PICC charge. Provide all applicable charges in Attachment III - Costs.

Examples of Carrier Line Charges follow:

1. Per Single Line
2. Per Multi-Line
3. Per Centrex Line (Do you charge by Network Access Register [NAR] or by Centrex extension?)
4. Per LEC-provided BRI Line
5. Per switched access LEC-provided PRI Line
6. Etc.

15. 11.17 Toll Fraud

Describe your policy regarding the assessment of toll fraud related charges, e.g., unauthorized long distance calls resulting from “hacking” and/or stolen or lost calling cards. Include minimum/maximum charges, credits and insurance policies that will minimize the State’s liability. Include any/all “toll fraud” costs in Attachment III - Costs.

16. 11.28 Billing Measurements

Define: 1) initial billing increment, e.g., 10 second minimum, 2) subsequent billing increment(s) and 3) time billing begins and ends during the call completion process. Examples follow: 1) if a supplier’s minimum billing increment is 10 seconds, then a call consisting of 7 seconds of talk time would be charged the minimum increment of 10 seconds; 2) if a supplier’s minimum billing increment is 10 seconds and their subsequent billing increment is 8 seconds, then a call consisting of 49 seconds of talk time would not be charged the minimum increment of 10 seconds since the call exceeded 10 seconds, rather it would be billed 56 seconds (49 seconds/8 seconds per subsequent billing increment = 6.13 increments; 6.13 rounds up to 7 increments; 7 X 8 seconds = 56 seconds).

The State does most calling during normal business hours (Monday-Friday; 8:00 AM - 5:00 PM). Therefore, weekend and holiday discounts will be given little, if any, consideration.

The following typify the type of long distance calls generated by the State of Utah/political subdivisions:

Switched-to-Switched - Calls initiate on a 1FB (one flat rate business phone line) type of service, traverse the PSTN and terminate on a 1FB type of service.

Dedicated-to-Switched - Calls are delivered to the carrier via a dedicated facility, traverse the carrier's network and terminate on a 1FB type of service.

Switched-to-Dedicated - Calls initiate on a 1FB type of service, traverse the PSTN and terminate on a dedicated type of service.

Dedicated-to-Dedicated - Calls are delivered to the carrier via a dedicated facility, traverse the carrier's network and terminate on a dedicated type of service.

Complete (fill-in) the following:

IntraLATA			
Call Type	Rate (Per Minute)	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
Switched-to-Switched			
Dedicated-to-Switched			
Switched-to-Dedicated			
Dedicated-to-Dedicated			

InterLATA (see below usage information)			
Call Type	Rate (Per Minute)	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
Switched-to-Switched			
Dedicated-to-Switched			
Switched-to-Dedicated			
Dedicated-to-Dedicated			

Interstate			
Call Type	Rate (Per Minute)	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
Switched-to-Switched			
Dedicated-to-Switched			
Switched-to-Dedicated			
Dedicated-to-Dedicated			

InterLATA (only for the month of April 2004)	
Call Type	Minutes
Switched Outbound	5,241
Dedicated Outbound	2,720
Switched Inbound (Toll Free)	2,949
Dedicated Inbound (Toll Free)	967

**17. Attachment I - Evaluation and Selection Procedure
Step 2 - Detailed Evaluation**

Maximum points for the cost section will be assigned to the proposal with the lowest four-year cost of service.

A four-year cost of service (analysis) will be used because, "Contract(s) will be awarded for an initial four-year period (refer to 1.5 Contract Period)."

**18. Attachment I - Evaluation and Selection Procedure
Step 2 - Detailed Evaluation**

The State acknowledges that factoring the cost of switching long distance providers into our cost analysis is reasonable. However, for lack of historic conversion cost information, we find it difficult if not impossible to calculate a "cost of switching". Any conversion cost would be based primarily upon assumptions, not factual information, and would, therefore, be dubious at best.

Attachment III - Costs

Refer back to each of the below listed “specification “ paragraphs/subparagraphs to determine what “cost” information is being requested/required, e.g., rates, charges, fees, penalties, discounts, etc. Take whatever space you require, using this “attachment” to identify/describe all cost information.

4.1 Access

4.12 Language Translation Services (Long Distance)

4.13 Operator Services (Assistance) (Long Distance)

4.14 Special Access Rates

4.15 Alternate Egress

4.16 Alternate Transport Facilities

4.18 SONET Fiber Optic Local Access

4.32 Voice over IP (VOIP)

4.33 Implementation/Conversion of Voice, Data and Video Services to VOIP Services

5.3 Area Code & Prefix Blocking

5.15 Enhanced 800 Services

5.17 Recorded Announcements

6.1 Calling Card Services

6.5 Language Translation Services (Calling Cards)

6.6 Operator Assistance (Calling Cards)

6.10 Conversion Process

7.1 Features

8.1 Audio Conferencing

8.2 Video Conferencing

9.1 Web Conferencing

- 11.5.2 **EDI Charges**
- 11.7 **International Calling - Pricing Format**
- 11.8 **National Access Fees - NAF or PICC Charges**
- 11.9 **Universal Service Fees – USF**
- 11.10 **Miscellaneous Fees**
- 11.11 **Late Fees**
- 11.12 **Early Termination Charges**
- 11.13 **Calling Card Rates, Charges (Surcharges)**
- 11.14 **Network Access Charges**
- 11.17 **Toll Fraud**
- 11.20 **Electronic Ordering**
- 11.28 **Billing Measurements**
- 11.31.2 **Access Costs**
- 12.3 **Enhanced Feature Charges**
- 12.4 **Vanity Numbers**

International Long Distance

Date: 9-30-04

The State assumes all International rates to be 24x7. If your International rates differ from 24x7, then you must state so and describe any/all such differences in your RFP response.						
Describe your pricing approach for countries not listed.						
Notes:						
1) Not all country codes are listed. Feel free to fill-in empty "Country Code" cells.						
2) This spreadsheet contains only the State of Utah's "minutes billed" usage for the period April 2003 through March 2004. Information for political subdivisions is not available.						
Country	Country Code	Minutes Billed During the Period April 2003 through March 2004	Cost First Minute	Each Additional Minute	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
American Samoa		164				
ARGENTINA	54	24				
Armenia		16				
AUSTRALIA	61	36				
AUSTRIA	43	484				
BAHAMAS	809	28				
BAHAMAS	242	***				
BARBADOS	809	7				
BARBADOS	246	***				
BELGIUM	32	308				
BERMUDA	809	6				
BERMUDA	441	***				
BOLIVIA	591	3				
BRAZIL	55	1006				
Canada		19173				
CAYMAN ISLAND	809	2				
CAYMAN ISLAND	345	***				
CHILE	56	5				
CHINA	86	2515				
COLOMBIA	57	97				
Comoros		62				
COSTA RICA	506	3				
DENMARK	45	2				
DOMINREPUB	809	45				
ECUADOR	593	1				
El Salvador		3				
FINLAND	358	1				
FRANCE	33	55				
FRANCE	336	***				
Georgia		16				
GERMANY	49	1794				
GREECE	30	185				
GUATEMALA	502	4				

International Long Distance

Date: 9-30-04

Country	Country Code	Minutes Billed During the Period April 2003 through March 2004	Cost First Minute	Each Additional Minute	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
Guinea-Bissau		91				
Honduras		7				
HONG KONG	852	6				
ICELAND	354	1				
INDIA	91	176				
IRAN	98	23				
IRELAND	353	58				
ISRAEL	972	29				
ITALY	39	614				
JAMAICA	809	25				
JAMAICA	876	***				
JAPAN	81	166				
Kenya		216				
KOREA	82	222				
KUWAIT	965	10				
Marshall Islands		2				
MEXICO	52	760				
Mongolian People's Rep.		14				
NAMIBIA	264	9				
NETHERLANDS	31	285				
NEW ZEALAND	64	214				
NIGERIA	234	106				
NORWAY	47	16				
PAKISTAN	92	2				
PERU	51	2				
PHILIPPINES	63	34				
POLAND	48	19				
PORTUGAL	351	3				
ROMANIA	40	8				
RUSSIA	709	358				
RUSSIA	786	***				
RUSSIA	738	***				
RUSSIA	7	***				
RUSSIA	781	***				
Sao Tome		7				
SAUDI ARAB	966	39				
SINGAPORE	65	1				
SLOVENIA	386	1				
Solomon Islands		18				
SPAIN	34	71				
SWEDEN	46	116				
SWITZERLAND	41	147				
TAIWAN	886	30				
TURKEY	90	17				
UKRAINE	380	10				

International Long Distance

Date: 9-30-04

Country	Country Code	Minutes Billed During the Period April 2003 through March 2004	Cost First Minute	Each Additional Minute	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
United Kingdom	44	3116				
VENEZUELA	58	49				
Western Samoa		38				
ALBANIA	355	0				
ANDORA	336	0				
ANGUILLA	809	0				
ANGUILLA	264	0				
ANTIGUA	809	0				
ATL MARIST	871	0				
BANGLADESH	880	0				
BELARUS	375	0				
BELIZE	501	0				
BRITISH VI	809	0				
BRITISH VI	284	0				
BULGARIA	359	0				
CAMEROON	237	0				
CHAD REP.	235	0				
CONGO	242	0				
CROATIA	385	0				
CUBA	53	0				
CZECH REP	42	0				
CZECH REP	421	0				
DIEGO GARCIA	246	0				
DOMINICA	809	0				
EGYPT	20	0				
EQ. GUINEA	240	0				
ETHIOPIA	251	0				
FR POLYNESIA	689	0				
GHANA	233	0				
GRENADA	809	0				
GUYANA	592	0				
HUNGARY	36	0				
INDONESIA	62	0				
IRAQ	964	0				
JORDAN	962	0				
LEBANON	961	0				
LIBYA	219	0				
LIBYA	218	0				
LIECHTENSTEIN	417	0				
LITHUANIA	370	0				
LUXEMBOURG	352	0				
MALAYSIA	60	0				
MAURITANIA	222	0				
MONTSERRAT	809	0				
MOROCCO	212	0				

International Long Distance

Date: 9-30-04

Country	Country Code	Minutes Billed During the Period April 2003 through March 2004	Cost First Minute	Each Additional Minute	Minimum Fractional Increment (# of Seconds)	Each Subsequent Increment (# of Seconds)
NEPAL	977	0				
NEVIS	809	0				
NTH. ANTILLES	599	0				
OMAN	968	0				
PAC MARIST	872	0				
PANAMA	507	0				
QATAR	974	0				
REUNION IS	262	0				
S AFRICA	27	0				
SRI LANKA	94	0				
ST KITTS	809	0				
ST LUCIA	809	0				
ST VINCENT	809	0				
STLUCIA	809	0				
THAILAND	66	0				
TOGO	228	0				
TRINIDAD	809	0				
TURKSCAICO	809	0				
UNIT ARAB	971	0				
URUGUAY	598	0				
VANUATU	678	0				
VIETNAM	84	0				
W ATL MARI	874	0				
YUGOSLAVIA	38	0				
ZIMBABWE	263	0				